

What is claimed is:

1 A support method for transition between portable telephone companies using a computer, comprising:

a transition request reception step which receives a request for transition between portable telephone companies from a customer terminal;

a determination step which determines whether a customer is qualified or not;

an after-transition service information presentation step which, if it is determined that the customer is qualified, presents information about an after-transition service equivalent to a service contracted before transition and about the contract to the customer terminal; and

a service contract step which receives contract information for the after-transition service from the customer terminal to conclude the contract, the service contract step notifying the customer terminal of the result.

2. The support method for transition between portable telephone companies according to claim 1, wherein the service contract step includes, after conclusion of the contract, sending a

program for performing environment setting of the contracted services to a portable telephone terminal of the customer.

3. The support method for transition between portable telephone companies according to claim 1, wherein the determination step includes, if it is determined that the customer is qualified, notifying a computer in an after-transition portable telephone company of the result of the determination to start the service.

4. The support method for transition between portable telephone companies according to claim 1, wherein the after-transition service information presentation step includes, if a service before transition is available continuously, presenting information on a continuing contract with a service company, the after-transition service information presentation step including, if the service before transition is unavailable continuously, presenting information on a new contract with another service company equivalent thereto.

5. The support method for transition between portable telephone companies according to claim

1, wherein interactions with the customer terminal in the transition request reception step, the determination step, the after-transition service information presentation step and the service contract step are performed via a computer of a portable telephone company which is the destination of transition.

6. A program operable to cause a computer supporting transition between portable telephone companies to execute:

a transition request reception step which receives a request for transition between the portable telephone companies from a customer terminal;

a determination step which determines whether a customer is qualified or not;

an after-transition service information presentation step which, if it is determined that the customer is qualified, presents information about an after-transition service equivalent to a service contracted before transition and about the contract to the customer terminal; and

a service contract step which receives contract information for the after-transition service from the customer terminal to conclude the contract, the service contract step notifying the

customer terminal of the result.

7. The program according to claim 6, wherein the service contract step includes, after conclusion of the contract, sending a program for performing environment setting of the contracted services to a portable telephone terminal of the customer.

8. The program according to claim 6, wherein the determination step includes, if it is determined that the customer is qualified, notifying a computer in an after-transition portable telephone company of the result of the determination to start the service.

9. The program according to claim 6, wherein the after-transition service information presentation step includes, if a service before transition is available continuously, presenting information on a continuing contract with a service company, the after-transition service information presentation step including, if the service before transition is unavailable continuously, presenting information on a new contract with another service company equivalent thereto.

10. The program according to claim 6, wherein interactions with the customer terminal in the transition request reception step, the determination step, the after-transition service information presentation step and the service contract step are performed via a computer of a portable telephone company which is the destination of transition.

11. A support apparatus for transition between portable telephone companies using a computer, comprising:

- a transition request reception unit which receives a request for transition between portable telephone companies from a customer terminal;

- a determination unit which determines whether a customer is qualified or not;

- an after-transition service information presentation unit which, if it is determined that the customer is qualified, presents information about an after-transition service equivalent to a service contracted before transition and about the contract to the customer terminal; and

- a service contract unit which receives contract information for the after-transition service from the customer terminal to conclude the

contract, the service contract unit notifying the customer terminal of the result.

12. The support apparatus according to claim 11, wherein after conclusion of the contract, the service contract unit sends a program for performing environment setting of the contracted services to a portable telephone terminal of the customer.

13. The support apparatus according to claim 11, wherein if it is determined that the customer is qualified, the determination unit notifies a computer in an after-transition portable telephone company of the result of the determination to start the service.

14. The support apparatus according to claim 11, wherein the after-transition service information presentation unit presents information on a continuing contract with a service company if a service before transition is available continuously, and wherein the after-transition service information presentation unit presents information on a new contract with another service company equivalent thereto if the service before transition is unavailable continuously.

15. The support apparatus according to claim 11, wherein interactions with the customer terminal in the transition request reception unit, the determination unit, the after-transition service information presentation unit and the service contract unit are performed via a computer of a portable telephone company which is the destination of transition.